

HEALTHY CONNECTIONS NEW MMIS

Idaho Health Care Conference 2011

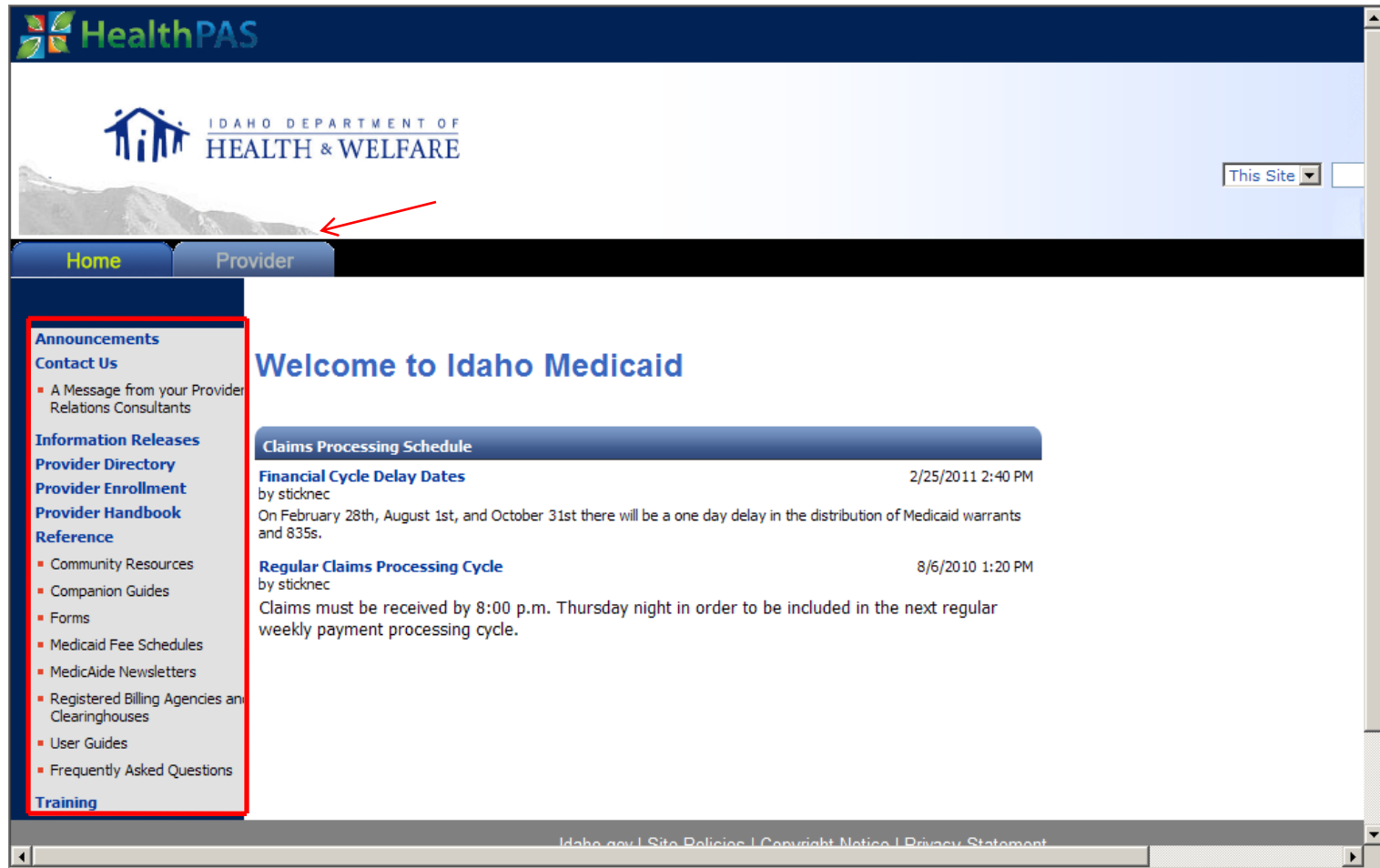
TODAY'S TOPICS

- ▶ HEALTHY CONNECTIONS (HC) ROSTERS
- ▶ HEALTHPAS ONLINE
 - Eligibility Verification & HC Enrollment
 - Trading Partner Agreement (TPA)
 - Provider Directory & Other Online Resources
- ▶ MACS (MEDICAID AUTOMATED CUSTOMER SERVICE)
- ▶ HC PARTICIPANT ENROLLMENT PROCESSES – Clinic and Mandatory
- ▶ HEALTHY CONNECTIONS REFERRALS
 - Guidelines and Changes
- ▶ HC PROVIDER ENROLLMENT/MAINTENANCE PROCESSES

HEALTHPAS ONLINE

- ▶ www.idmedicaid.com
- ▶ TRADING PARTNER AGREEMENT (TPA)
 - Provider office controls staff access to HealthPas
 - Associate all Billing Providers under one TPA – to access RAs & HC rosters
 - Go to ‘Account Maintenance’, click on ‘Manage Users’ or ‘Provider Association’ links
 - More TPA info found under ‘User Guides’ online.

HEALTHPAS ONLINE – Home Page



The screenshot shows the HealthPAS ONLINE Home Page. At the top, there is a blue header with the HealthPAS logo. Below the header, the Idaho Department of Health & Welfare logo is displayed. A red arrow points to the 'Home' button in the navigation bar. The main content area features a 'Welcome to Idaho Medicaid' message. On the left, a sidebar contains a list of links under the heading 'Announcements'. The main content area also includes a 'Claims Processing Schedule' section with two entries: 'Financial Cycle Delay Dates' and 'Regular Claims Processing Cycle'.

HealthPAS

IDAHO DEPARTMENT OF
HEALTH & WELFARE

This Site

Home Provider

Announcements

Contact Us

- A Message from your Provider Relations Consultants

Information Releases

Provider Directory

Provider Enrollment

Provider Handbook

Reference

- Community Resources
- Companion Guides
- Forms
- Medicaid Fee Schedules
- Medicaid Newsletters
- Registered Billing Agencies and Clearinghouses
- User Guides
- Frequently Asked Questions

Training

Welcome to Idaho Medicaid

Claims Processing Schedule

Financial Cycle Delay Dates 2/25/2011 2:40 PM
by sticknec
On February 28th, August 1st, and October 31st there will be a one day delay in the distribution of Medicaid warrants and 835s.

Regular Claims Processing Cycle 8/6/2010 1:20 PM
by sticknec
Claims must be received by 8:00 p.m. Thursday night in order to be included in the next regular weekly payment processing cycle.

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HEALTHPAS ONLINE – TPA Sign-In

HealthPAS

IDAHO DEPARTMENT OF HEALTH & WELFARE

Online Help

This Site

Home Provider

Mon, Apr 11, 2011

Trading Partner Sign In

User Name:

Password:

Sign In

[Register](#)

[Reset Password](#)

[Retrieve User Name](#)

Announcements

Contact Us

- A Message from your Provider Relations Consultants

Information Releases

Provider Directory

Provider Enrollment

Provider Handbook

Reference

- Community Resources

Welcome to Health PAS-OnLine Announcements

Actions

Registration Information for Idaho Health Care Conference in May 4/5/2011 1:5
by spadmin
Please [pre-register](#) prior to your selected conference date by e-mailing luciana.cabrera@idahosisif.org. Include your provider name and specialty, contact person, phone #, number of staff attending, and conference location. Pre-registration for the conference...

Medicaid NCCI Update 4/5/2011 1:5
by spadmin
Learn how to avoid inappropriate denials based on the new Medicaid national correct coding initiative (MCDNCCI). Visit the CMS website to learn about invalid code combinations by clicking on the following link:
<http://www.cms.gov/MedicaidNCCICoding/>

Online Claims and EOBs 4/5/2011 1:4
by spadmin
To submit claims [online](#) with a primary insurance Explanation of Benefits (EOB), use the information from the primary carrier's EOB to enter the following:

- Allowed Amount
- Paid Amount

HEALTHPAS ONLINE – Options

IDAHO DEPARTMENT OF HEALTH & WELFARE

MOLINA Medicaid Solutions

This Site

Home Provider **Trading Partner**

Sun, Apr 17, 2011

Provider Home > Billing Agent

Account Maintenance

- File Exchange
- Form Entry
 - Authorization Status
 - Claim Submission
 - Claim Status
 - Eligibility Verification
 - Patient Roster
 - Primary Care Roster
 - Provider Payment Status
 - Referral Status
- Contact Us

Announcements

Contact Us

- A Message from your Provider Relations Consultants
- Early Payout Form

Information Releases

Provider Directory

Provider Enrollment

Provider Handbook

Reference

- Community Resources
- Companion Guides

Secure Billing Agent Homepage

Welcome to Idaho Medicaid Health PAS Online.

We thank you for your participation in the Medicaid program and decision to submit electronic transactions.

Multiple User Access to Your Trading Partner Account:

IDMMIS trading partner accounts support multiple users in compliance with HIPAA security regulations. If you have additional employees that require access to your trading partner information or need to submit transactions, please invite the users and set security permissions by selecting 'Manage Users' under 'Account Maintenance.'

Associate Billing Providers to Your Trading Partner Account:

When you created this account you were required to link the trading partner account to a billing provider. If you have additional billing providers, please select 'Provider Associations' under 'Account Maintenance' to add your remaining billing providers. Billing Providers must be associated to your trading partner account to use the web-form entry features of this site.

X12 Submission:

HIPAA X12 transactions may be submitted using the 'X12 Upload' feature under 'File Exchange' in the left navigation menu. You must be certified to submit production transactions. For each transaction you intend to submit, 837P (Professional Claims), 276 (Claim Status Requests), 270 (Eligibility Requests), etc., you are required to upload at least three test files (indicated by a 'T' in the element ISA15 - Usage Indicator) with at minimum 15 transactions per file that receive no validation errors. Upon passing the testing requirements, you will automatically be certified to submit production transactions. View your EDI transaction certification status by selecting

HEALTHPAS ONLINE –Eligibility Verification

You Are Here: Eligibility Verification

Form Entry

- Authorization Status
- Claim Submission
- Claim Status
- Eligibility Verification
- Patient Roster
- Provider Payment Status

Select Billing Provider:

[Find Member](#)

To search for a member, enter search criteria in any two rows. For example enter the Name (last and first) and the Date of Birth.

Member ID:

Name (Last and First): And

Date of Birth:

Social Security Number:

- ▶ Need to enter minimum of 2 participant identifiers
 - Medicaid#, First & Last name, Date of Birth, or SSN
- ▶ Best practice – verify Medicaid eligibility & HC PCP info prior to rendering services

HEALTHPAS ONLINE – Elig Verif

– Dates of Service & Tracking

Eligibility Inquiry verifies whether a member was eligible for a Medicaid program on the date(s) of service submitted in the request. This information does not guarantee eligibility or payment for the service rendered.

Member

Name	Date of Birth	Member ID	Gender
Participant's Last & First Name	Birth Date	Medicaid Number	Female

Tracking Number : 11107W000000001

Eligibility Inquiry

Dates of Service ?

From * : 4/17/2010

To * : 4/17/2011

☐ Procedure Codes/Service Codes

Enter a maximum of 10 Procedure Codes or Service Codes separated by a comma or space

☐ HIPAA Category Codes

Submit

Reset

- ▶ Dates of Service – cannot be more than 1 year in the past, or a date in the future.
- ▶ Tracking # – unique number assigned by system to provide proof of eligibility verification done

HEALTHPAS ONLINE – Eligibility Verification Response Screen

Enrollments

Select the Enrollment ID to view the coverage codes for that enrollment segment

Plan	Coverage Status	Coverage Level	Plan Type	Effective Date	Termination Date
Idaho Smiles	Partial	Primary	DENTAL	8/01/2010	
Open Access Benefit Plan	Partial	Primary	MEDICAL	8/01/2010	12/31/2010
Healthy Connections Benefit Plan	Partial	Primary	MEDICAL	1/01/2011	
Part B Premium	Active	Secondary	MEDICAL		

Other Insurance

No Co-ordination of Benefits information found.

PCP Assignment

Effective date: 01/01/2011 Termination date:

PCP Name: HC Clinic Name Provider ID:

Address: Address

Office Number: Phone Number Coverage Status: Partial

Monday Tuesday Wednesday Thursday Friday Saturday Sunday

Office Hours: 9:00AM to 9:00AM to 9:00AM to 9:00AM to 9:00AM to closed closed
5:00PM 5:00PM 5:00PM 5:00PM 5:00PM

Print Receipt

- ▶ Enrollments – this section shows Benefit Plan eligibility
- ▶ Coverage Status column – displays as ‘Active’ or ‘Partial’
- ▶ Effective & Termination Date – based on Inquiry Date Range entered

HEALTHPAS ONLINE – Eligibility Verification – Coverage Codes section

Enrollments					
Select the Enrollment ID to view the coverage codes for that enrollment segment					
Plan	Coverage Status	Coverage Level	Plan Type	Effective Date	Termination Date
Open Access Benefit Plan	Partial	Primary	MEDICAL	5/01/2010	
Idaho Smiles	Partial	Primary	DENTAL	11/01/2010	
Medicaid Dental	Partial	Primary	DENTAL		10/31/2010
Healthy Connections Benefit Plan	Partial	Primary	MEDICAL		4/30/2010
Coverage Codes					
Coverage Code Description		Coverage Status	Effective Date	Termination Date	
A&D Waiver Coverage		Partial	5/01/2010		
Enhanced Coverage		Partial	5/01/2010		

- ▶ Click on a Benefit Plan in Enrollments section and new Coverage Codes section displays
- ▶ Coverage Code section displays the type of coverage that a participant is eligible for under that Benefit Plan

HEALTHPAS ONLINE – Eligibility Verification – Print Receipt

Member	Date of Birth Participant's Name	Member ID Medicaid Number			
Tracking Number : 11109W000000034					
Date of Inquiry : 4/19/2011					
From Date of Service : 4/19/2010					
To Date of Service : 4/19/2011					
Procedure Codes :					
Hipaa Category Code :					
Member Id :					
Enrollments					
Plan	Coverage Status	Coverage Level	Plan Type	Effective Date	Termination Date
Open Access Benefit Plan	Partial	Primary	MEDICAL	5/1/2010	
Coverage Code Description	Coverage Status			Effective Date	Termination Date
ABD Waiver Coverage	Partial			5/01/2010	
Enhanced Coverage	Partial			5/01/2010	
Idaho Smiles	Partial	Primary	DENTAL	11/1/2010	
Coverage Code Description	Coverage Status			Effective Date	Termination Date
Dental Encounter /Idaho Smiles	Partial			11/01/2010	
Medical Dental	Partial	Primary	DENTAL		10/31/2010
Coverage Code Description	Coverage Status			Effective Date	Termination Date
Medical Dental	Partial				10/31/2010
Healthy Connections Benefit Plan	Partial	Primary	MEDICAL		4/30/2010
Coverage Code Description	Coverage Status			Effective Date	Termination Date
ABD Waiver Coverage	Partial				4/30/2010
Enhanced Coverage	Partial				4/30/2010
Other Insurance					
No coordination of benefits information found.					
PCP Assignment					
Effective date:			Termination date: 04/30/2010		
PCP Name: HC Clinic Name			Provider ID: Provider NPI		
Address: Clinic Address					
Office Number: Clinic Phone			Coveragee Status: Partial		
Monday Tuesday Wednesday Thursday Friday Saturday Sunday					
Office Hours: 8:00AM to 8:00AM to 8:00AM to 8:00AM to 8:00AM to closed					
5:00PM 5:00PM 5:00PM 5:00PM 5:00PM 1:00PM					
Lock-In					
No Lock-In information found for the member.					
HIPAA Category					
No hipaa category information found.					
Limitations					
No limitations Information found.					

Close Window Print

HEALTHPAS ONLINE – Eligibility Verification – Benefit Plans

► Benefit Plans

- Open Access Benefit Plan
- Healthy Connections Benefit Plan
- Part B Premium
- Idaho Smiles
- Medicaid Dental
- MMCP – Medicaid Only Covered Services
- Lock-In Benefit Plan

HEALTHPAS ONLINE – Eligibility Verification – Coverage Codes

► Coverage Codes

- Basic Coverage
- Enhanced Coverage
- Pregnant Women Coverage
- Medicare Co-insurance & Deductible
- Long Term Care Coverage
- Part B Premium Coverage
- Dental Encounter/Idaho Smiles
- Medicaid Dental
- MMCP Coverage

HEALTHPAS ONLINE – Eligibility Verification Responses

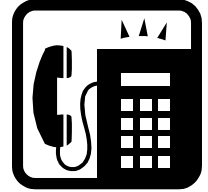
- ▶ PW only (Pregnant Women)
 - Portal – Coverage Code Description is ‘Pregnant Women Coverage’
 - MACS says – ‘restricted to pregnancy related services only’

- ▶ QMB only (Qualified Medicare Beneficiary)
 - Portal – Coverage Code Description is ‘Medicare Co-insurance & Deductible’
 - MACS says – ‘eligible for coverage limited to QMB only to include Medicare coinsurance & deductible’

- ▶ SLMB only (Specified Low Income Medicare Beneficiary)
 - Portal – Only Benefit Plan listed will be ‘Part B Premium’
 - MACS says – ‘not eligible for Medicaid benefits’

- ▶ MMCP (Medicare/Medicaid Coordinated Plan)
 - Portal – shows Benefit Plan called ‘MMCP–Medicaid Only Covered Services’
 - MACS says – ‘restricted to Medicaid paid services’

MACS – MEDICAID AUTOMATED CUSTOMER SERVICE



- PROVIDER

- Toll Free (866) 686-4272 or In Boise (208) 373-1424
- Security Code – created with NPI & FEIN
- Self Service options available
 - Examples: Verify Eligibility & HC Enrollment
- Option to speak to an Agent: Mon-Fri, 7am-7pm MST

- PARTICIPANT

- Toll Free (866) 686-4752
- Self Service options limited to reordering Medicaid Card
- Option to speak to an Agent

HEALTHPAS ONLINE – Eligibility Verification – PCP Assignment section

PCP Assignment

Effective date: 05/01/2011 ←
PCP Name: HC Clinic Name - First Ave
Address: Address
Termination date:
Provider ID:

Office Number: Phone Number
Coverage Status: Partial

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Office Hours:	07:00AM to 5:00PM	7:00AM to 5:00PM	7:00AM to 5:00PM	7:00AM to 5:00PM	7:00AM to 4:30PM	closed	closed

Effective date: 03/01/2011
PCP Name: HC Clinic Name - Oak St
Address: Address
Termination date: 03/31/2011 ←
Provider ID:

Office Number: Phone Number
Coverage Status: Partial

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Office Hours:	08:30AM to 05:00PM	08:30AM to 05:00PM	08:30AM to 05:00PM	08:30AM to 06:00PM	08:30AM to 05:00PM	08:30AM to 02:00PM	closed

- ▶ Shows all HC clinic enrollments during the Date Range entered for Eligibility inquiry
- ▶ Office hours included in PCP Assignment section

HEALTHY CONNECTIONS – Clinic Enrollment

► Clinic Enrollments

- If Open Access Benefit Plan – complete enrollment form
 - Exceptions to enrollment – Nursing Home, QMB only, Lock-In, and MMCP
- If HC Benefit Plan & different HC PCP listed – complete enrollment form
- Mail or fax forms to Healthy Connections
- Important to have patients complete enrollment forms when seen at your HC clinic
 - enrolled with your clinic sooner;
 - avoid assignment to another clinic;
 - case management fee received sooner

HEALTHY CONNECTIONS – Mandatory Enrollment

- ▶ Mandatory Enrollments
 - HC enrollment packets mailed to new eligibles starting again
 - No mailings since May 2010 – result is fewer Medicaid participants currently enrolled
 - No response to mailing after 30 days, then participant is assigned by HC staff
 - Assignment based on claims, family enrollment, geographic, and PCP agreed rotation
- ▶ One time mass enrollment
 - Catch up on enrollments missed over last year

HEALTHY CONNECTIONS – Enrollment and Disenrollments

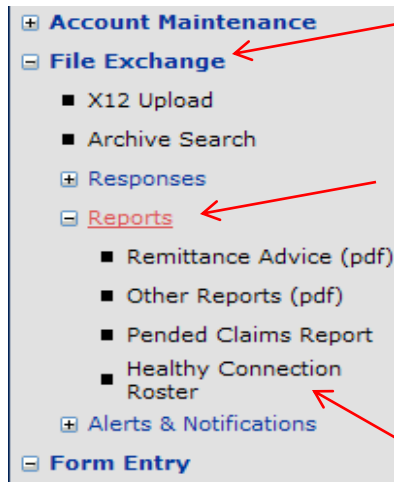
▶ HC Enrollments

- Enrollment always starts on the 1st day of future month
- Changes can be made up to the last day of a month
- Enrollment Letters are system generated and mailed to participant

▶ HC Disenrollments

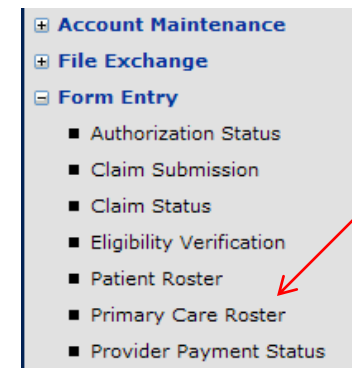
- Change in enrollments end last day of a month
- Clinic dismissal – must send copy of dismissal letter to HC with reason for dismissal

HEALTHY CONNECTIONS – Primary Care Roster – Report & Online formats



- ▶ Report format – coming soon
 - Go to ‘File Exchange’, click on ‘Reports’
 - Divided into 4 sections –
 - 1) New Enrollees, 2) Ongoing Enrollees, 3) Disenrollees, and 4) Lost Eligibility
 - Separated by Service Location

- ▶ Online Roster
 - Go to ‘Form Entry’, then click on ‘Primary Care Provider Roster’
 - Shows only participants currently enrolled with your clinic.



HEALTHY CONNECTIONS – Primary Care Roster – Report format

Idaho Medicaid Management Information System
Healthy Connection Roster
04/01/2011



HC CLINIC - SERVICE LOCATION NAME - 001

<u>Medicaid ID</u>	<u>Member Name</u>	<u>Birth Date</u>	<u>Sex</u>	<u>Head of Household</u>	<u>Address</u>	<u>HC Start Date</u>	<u>Enrollment Reason</u>
Medicaid #	Participant's Name	Date of Birth	F	Head of Household Name	Participant's Address, City, State, Zip	04/01/2011	Voluntary
Medicaid #	Participant's Name	Date of Birth	M	Head of Household Name	Participant's Address, City, State, Zip	04/01/2011	Voluntary
Medicaid #	Participant's Name	Date of Birth	M	Head of Household Name	Participant's Address, City, State, Zip	04/01/2011	Assign

- ▶ Mailed monthly to HC clinics, and PDF file available anytime on Portal under 'Reports'

HEALTHPAS ONLINE – HC Primary Care Roster – Online format

You Are Here: Primary Care Roster

Select a Primary Care provider to perform Search.

- ▶ Roster by ‘service location’ or ‘All Providers’ for that Billing Provider
 - Service location – participants enrolled at that location
 - All Providers – all participants enrolled with organization

HEALTHPAS ONLINE – HC Primary Care Roster – Online format

Billing
Provider:

Primary
Care

Provider:

The following members have designated you as their Primary Care Provider(PCP).

To locate a specific member in the list, select the Search icon.

PCP Roster  Search 

<input type="radio"/>	Last Name	First Name	Date of Birth	Member ID	PCP Effective	PCP Term
<input type="radio"/>	Participant Last Name	Participant First Name	Date of Birth	Medicaid #	6/01/2010	12/31/2078
<input type="radio"/>	Participant Last Name	Participant First Name	Date of Birth	Medicaid #	6/01/2010	12/31/2078
<input type="radio"/>	Participant Last Name	Participant First Name	Date of Birth	Medicaid #	6/01/2010	12/31/2078

- ▶ Only lists those participants currently enrolled
- ▶ Search function to find a specific participant
- ▶ Other functions available at bottom of roster (i.e. eligibility verification, claim submission, etc)

HEALTHPAS ONLINE – HC Primary Care Roster – Search for Member

You Are Here: Primary Care Roster

Billing Provider:

Primary Care Provider:

The following members have designated you as their Primary Care Provider(PCP).

To locate a specific member in the list, select the Search icon.

PCP Roster  Search

Member ID:

Name (Last and First): And:

Date of Birth:

Social Security Number:

Last Name	First Name	Date of Birth	Member ID	PCP Effective	PCP Term
Participant Last Name	Participant First Name	Date of Birth	Medicaid #	4/01/2011	12/31/2078

- ▶ Can use only one client identifier to search on
- ▶ Search results display below

HEALTHPAS ONLINE – HC Primary Care Roster – Member info

[Back to PCP Roster](#)

Member Information

Name: Participant Name	Home #:
Physical Address: Physical Street Address	Work #:
City, State, Zip	Mobile #:
Mailing Address: Mailing Street Address	Pager #:
City, State, Zip	Fax #:
Email:	Emergency #:

Demographic Information

Date of Birth: Date of Birth	Parent/Guardian ID:
Gender: Female	Marital Status: Single
Multiple Birth: No	Primary Language Spoken: ENGLISH
	Ethnicity: CAUCASIAN

Enrollment Information

Health Plan ID: Participant's Medicaid Number

Subscriber Indicator: Y

Enrollment Effective Date: 11/1/2010

Enrollment Term Date: 12/31/2078

HEALTHY CONNECTIONS – Referrals

- ▶ Follow the pre-June 2010 referral process
 - Referral entry into HealthPAS OnLine not available yet
 - See last announcement posted on 11/4/10
 - Section 2.5.4, *General Provider and Participant Information* section of Provider Handbook
- ▶ Old HC clinic referral numbers not in new MMIS
 - Do not include old HC clinic referral numbers on claims
- ▶ Referrals should be obtained PRIOR to rendering services
 - Verify eligibility and HC enrollment prior to performing services
 - Document attempts to identify participant's HC PCP and obtain referral in the patient's record

HEALTHY CONNECTIONS – Referral Documentation

- ▶ Referral is a PCP's order for services
 - Can be written or verbal
 - Send referral to the receiving provider, not to Molina
- ▶ Both the HC PCP and the provider being referred to must document the specifics of the referral in the patient's chart.
- ▶ Documentation to include:
 - Who made the referral
 - Date of referral
 - Scope of services to be provided
 - Duration of the referral
- ▶ Receiving providers are to send assessment or recommendations back to the HC PCP.

HEALTHY CONNECTIONS – Lack of Referral

- ▶ Services requiring a HC referral that are provided without a referral, are considered ‘non-covered’ services
 - Provider rendering non-covered services must advise the participant (preferably in writing) prior to providing such services. Cannot bill participant unless you have done so.
 - Participant may choose to self-pay or decline services
- ▶ Payment for services billed without a referral are subject to recoupment

HEALTHY CONNECTIONS – Referral Change for Urgent Care

Healthy Connections (HC) Referral Requirement for Urgent Care Clinics Change

Beginning January 1, 2011, a referral will no longer be needed for participants accessing an urgent care clinic after their Healthy Connections provider's office is closed (i.e. after hours and on weekends). This change was proposed during provider meetings that were held to discuss ways to reduce costs to the Medicaid program. The change is intended to save money by reducing participants' after hour use of the emergency department.

Urgent care clinics must verify and document that the participant has presented after hours. A Healthy Connections referral to an urgent care clinic is still required during normal business hours. Urgent care clinics should always report their findings to the Healthy Connections provider, and participants should be advised to follow up with their Healthy Connections provider if necessary.

HEALTHPAS ONLINE – Provider Directory – Search

To search for a provider, use one or more of the fields below.

Provider Search

Announcements

Contact Us

- A Message from your Provider Relations Consultants

Information Releases

Provider Directory

Provider Enrollment

Provider Handbook

Reference

- Community Resources
- Companion Guides

Provider/Clinic Name:

Provider ID:

Primary Specialty:

Type:

City:

County:

Zip Code:

State:

☒ MapResults

Maximum distance from the following location: Miles

Enter one of the following

Street address, City, State and optional Zip OR just the Zip

Search

Reset

HEALTHY CONNECTIONS –

Provider Directory – Map results

[Get Directions](#)

1. Name of Provider

Address

BLACKFOOT, ID 83221

[+ Details](#)

2. Name of Provider

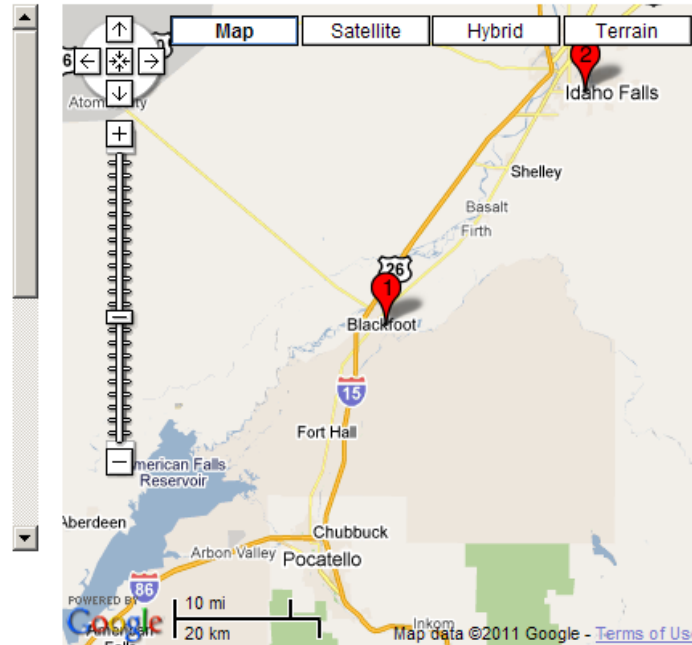
Address

IDAHO FALLS, ID 83404

[+ Details](#)



[Search Again](#)



- ▶ Click on Details for more clinic information:
 - Provider Type & Specialty, County, Provider ID, Phone, Fax, Email, Accepting new Patients, Age or Gender restrictions, Languages spoken, Office Hours

HEALTHY CONNECTIONS –

Provider Directory – Search results

Search Results

Name	Type	Specialty	Provider ID	Location or Clinic	Address
Name of Provider	ADULT RESIDENTIAL CARE	CERTIFIED FAMILY HOME (CFH)	NPI or Medicaid #	Name of Clinic or Service Location	Address
Name of Provider	DENTAL PROVIDER	DENTIST - GENERAL PRACTICE	NPI or Medicaid #	Name of Clinic or Service Location	Address
Name of Provider	ALLOPATHIC AND OSTEOPATHIC PHYSICIAN	PEDIATRICS	NPI or Medicaid #	Name of Clinic or Service Location	Address
Name of Provider	ALLOPATHIC AND OSTEOPATHIC PHYSICIAN	PEDIATRICS	NPI or Medicaid #	Name of Clinic or Service Location	Address

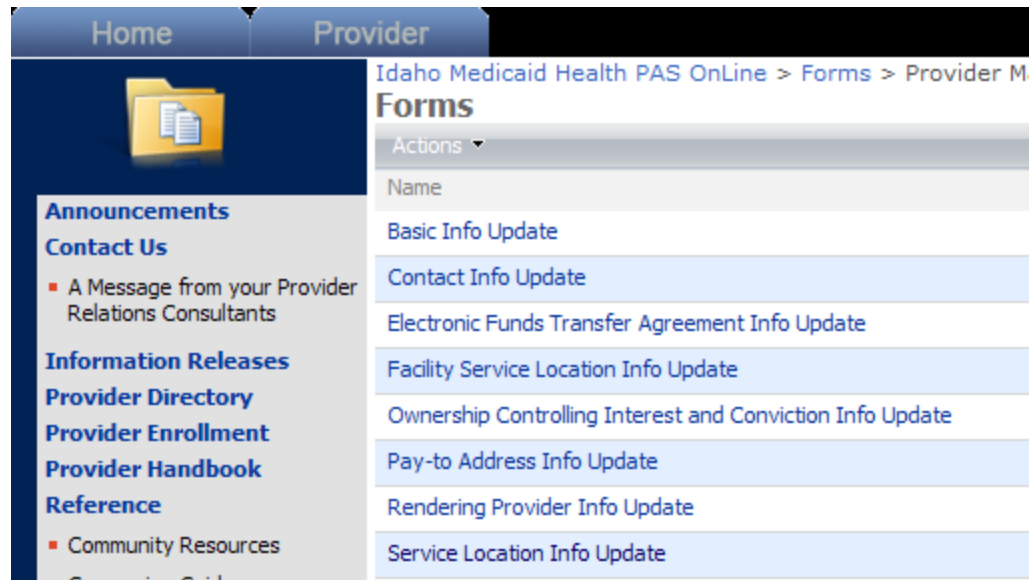
Search Again Map Results

- ▶ Clinic information is shown in table format when map results is not chosen
 - Same information about clinic displayed
 - Click on name in Location or Clinic column to obtain further information on that clinic

HEALTHPAS ONLINE – HC Provider and Clinic changes

- ▶ Provider Enrollment and Maintenance forms available on Portal
 - Sent to Molina Provider Enrollment
 - Effective 4/18/11, all HC provider maintenance requests must be submitted using the Provider Maintenance forms
- ▶ Changes to also report to Healthy Connections
 - Report PCPs joining or leaving clinic/service location
 - Adding or closing a service location
 - Accepting new patients or not
 - Changes in Office Hours
- ▶ Report timely in order to keep HC PCP listing updated and accurate

HEALTHPAS ONLINE – Provider Maintenance Forms



- ▶ Provider Maintenance forms located on the Portal
- ▶ HC related info found on following forms:
 - Rendering Provider Info Update
 - Service Location Info Update

RESOURCE INFORMATION

Health and Welfare (DHW) website: www.healthandwelfare.idaho.gov

Transportation – American Medical Response (AMR)

Participant & non-Transport Providers: 1-877-503-1261;

Transport Providers: 1-877-503-1267 website: www.idahonemt.net

Qualis – 1-800-783-9207

Idaho Smiles

Phone 1-800-936-0978; website: www.bcidaho.com

Magellan (Pharmacy claims contractor)

Providers: 1-800-922-3987; Participants: 1-888-773-9466;

Website: <https://idaho.fhsc.com>

Pharmacy Unit w/DHW (to initiate prior authorization requests)

Phone: 1-866-827-9967; Fax: 1-800-327-5541; Website: www.medicaidpharmacy.idaho.gov

Medical Care Unit – www.medunit.dhw.idaho.gov

(Disease Management, Durable Medical Equipment, Therapy Services, Ambulance Auths, Hospice, Surgery, Breast and Cervical Cancer, Vision, Dental, Lead Screening Program, Non-Emergency Medical Transportation)

PHA (Preventive Health Assistance --

Phone 1-877-364-1843; Email medicaidphaprogram@dhw.idaho.gov;

Website: www.medicaid.idaho.gov and click on Preventive Health Assistance link.

MOLINA CONTACT INFORMATION

MACS: (866) 686-4272

Provider services

Fax: 1 (877) 661-0974

Email: idproviderservices@molinahealthcare.com

Technical services

Fax: 1 (877) 517-2040

Email: idedisupport@molinahealthcare.com

Provider enrollment

Fax: 1 (877) 517-2041

Email: idproviderenrollment@molinahealthcare.com

Region 3 & 4 Provider Relations Consultant (PRC)

(3) Rainy Natal 1 (208) 860-4682 Email: Region.3@MolinaHealthCare.com

(4) Deanna LaCombe 1 (208) 559-4793; Email: Region.4@MolinaHealthCare.com

Participant Services:

Phone: 1 (866) 686-4752

Email: idparticipantservices@molinahealthcare.com

HC CONTACT INFORMATION

Region 3

Name: Joy Longstreet

Phone: (208) 642-7006

Fax: (208) 642-7082

Email: longstrj@dhw.idaho.gov

Name: Sara Hopwood

Phone: (208) 455-7244

Fax: (208) 454-7625

Email: hopwoods@dhw.idaho.gov

Toll Free: (800) 494-4133

Spanish: (800) 378-3385 (statewide)

Healthy Connections Website:

www.healthyconnections.idaho.gov (find PCP Listing)

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